Transformational Programs

Five modernization priorities for Client Delivery

	LEAN ORGANIZATIONAL PRINCIPLES	SALESFORCE SERVICE CLOUD	CLIENT PRESENTATIONS & ANALYSIS AUTOMATION	CLIENT REPORTS AUTOMATION	SELF-SERVICE CLIENT LEARNING
VISION + BENEFITS	Efficient processes and handoffs Improved speed of response Flexible teams Balanced work and manageable, consistent workflows	Help internal teams submit, track and manage customer inquiries and work orders Automatic routing of cases to right resources Knowledge center that houses client and product information, case resolution information and self-service tools	Faster presentations prepared through simplified extraction Automatic content + no-touch formatting for custom slides Process in sync with DaaS strategy	Automatic smart reports 99% quality and on-time Standard process with flexible output	Self-serve access to client-centric training content Digital, on-demand, simple, engaging content Reduced inquiries, faster response

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